

CLIENT RIGHTS TRAINING

The Department of Health and Family Services, Client Rights Office, announces the following three training sessions for Client Rights Specialists and other program managers who have involvement with client rights or the grievance process:

Session No.:	1	2	3
City:	Pewaukee	Wausau	Madison
Date:	Feb. 24, 2005	March 9, 2005	March 24, 2005
Location:	Country Inn Hotel	Midway Hotel	American Family
Address:	2810 Golf Road Pewaukee	2910 Martin Ave. Wausau	6000 American Pkwy Madison
Web sites:	www.countryinnhotel.com	www.midwayhotels.com	www.amfam.com/company/ where_wi_madison_nhq.asp
Register by:	Feb. 14, 2005	March 1, 2005	March 14, 2005

Registration fee: \$45.00 each session – includes all materials, breaks and lunch
No refunds on registration fees, but substitutions are allowed.

Registration: Mail the registration form, below, along with your check or money order made out to DDES (Division of Disability & Elder Services).

Send to: Jim Yeadon, DDES, P.O. Box 7851, Madison, WI 53707-7851

Confirmations: Will be sent via e-mail or phone. No confirmations will be mailed.

Registration Questions: Jim Yeadon (608)-266-5525 or yeadojd@dhfs.state.wi.us

Registration form for Client Rights Training

Name	Agency	Address	E-mail	Phone

I would like to attend the following session:

_____ No. 1 Pewaukee February 24, 2005
_____ No. 2 Wausau March 9, 2005
_____ No. 3 Madison March 24, 2005

I need the following special accommodations: _____

Client Rights web site: <http://dhfs.wisconsin.gov/clientrights/index.htm>

CLIENT RIGHTS TRAINING

Sponsored by the Department of Health and Family Services
Presented by staff of the DHFS Client Rights Office.

Time	Topic	Lead speaker
8:30-9:00 a.m.	Registration	
9:00-10:00 a.m.	“Client Rights 101”	Jim Yeadon
10:00-10:30 a.m.	Rights limitations / denials	Jim Yeadon
10:30-10:45 a.m.	break	
10:45-12:00 noon	Handling Grievances	Vaughn Brandt
	[Identifying complaints; informal resolutions – best practices/ rights and rules; conducting an investigation; HFS 94 Grievance Process; and grievance terminology]	
12:00-1 p.m.	Lunch (included in registration fee)	
1:00-1:45 p.m.	Guardianship-related issues	Gerard Gierl
1:45-2:00 p.m.	Confidentiality / HIPPA	Jim Yeadon
2:00-2:30 p.m.	Choices & Individualization	Gerard Gierl
2:30-2:45 p.m.	Restrictive measures – update	Vaughn Brandt
2:45-3:15 p.m.	Questions & answers	All

About the speakers:

Vaughn Brandt is the State Grievance Examiner in the Client Rights Office
Vaughn has worked in the Client Rights Office since 1998.

Gerard Gierl, J.D., is a Client Rights Specialist in the Client Rights Office
Gerard has worked in the Client Rights Office since 1983.

James Yeadon, J.D., is the Supervisor of the Client Rights Office, DHFS
Jim has worked in the Client Rights Office since 1978.